



# City of Eureka, California

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Information Services Technician</b>
<b>Class Code Number</b>	<b>2105</b>

### General Statement of Duties

Performs a variety of specialized duties in supporting users of minicomputer, personal computer and voice communication systems throughout the City; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to perform a variety of specialized duties in supporting users of minicomputer, personal computer and voice communication systems throughout the City. The work is performed under the supervision and direction of the Information Services Manager, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (Illustrative Only)

- Provides information to users of personal computer systems regarding hardware and software availability; identifies and recommends appropriate standard or specialized hardware or software to meet needs;
- Configures minicomputers and personal computers according to City standards; installs and upgrades minicomputer and personal computer hardware and software, including applications software, such as word processing, database, spreadsheet, graphics programs, and terminal emulation; diagnoses, troubleshoots and maintains minicomputer and personal computer hardware and software;

- Installs, diagnoses and troubleshoots problems with local area network (LAN) and wide area network (WAN) equipment, connections and nodes, including workstations, servers, printers, modems, routers and peripheral equipment;
- Instructs users in LAN/WAN administration and security, specifically in relation to WindowsNT, and maintains security system records for minicomputer and LAN/WAN;
- Sets up intranet and internet capabilities for users, diagnoses and troubleshoots problems with usage;
- Diagnoses and troubleshoots problems with telephone lines, voice mailboxes and telephone equipment for users;
- Maintains helpdesk and inventory records, records and tracks problems and follows up to ensure resolution, involving vendors and Information Services Manager as necessary;
- Assists departments with development and maintenance of departmental webpages on the City's website;
- Provides training on new hardware and software; explains on-line inquiry capabilities to users of minicomputer system; instructs employees in the use of communication networks; prepares samples and documentation related to use of such;
- Creates simple database programs for department users; identifies needs, writes basic programs; instructs users and documents procedures;
- Assists the Information Services Manager in developing training materials, including tutorials, documentation and instructional manuals for system use;
- Assists the Information Services Manager in network administration, including documentation, back-up and restoration, security, virus protection, performance monitoring, and user access rights;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

### **Required Knowledge, Skills, and Abilities**

- Thorough knowledge of principles and techniques of minicomputer and personal computer hardware and software installation, troubleshooting and maintenance;
- Thorough knowledge of operating principles, methods, practices, options, and limitations of a wide range of computer hardware related to minicomputers and personal computers;
- Thorough knowledge of uses and limitations of a wide variety of software applications, including spreadsheets, word processing, presentation graphics, desktop publishing and e-mailing/calendar;
- Thorough knowledge in methods of instructing others in the use of personal computer and minicomputer applications and other communication networks utilized by the City;

- Thorough knowledge of basic local area network and wide area network systems, including cabling, servers, workstations and peripherals, interface cards, hubs, tape back-up units, bridges, routers, switchers and firewalls;
- Thorough knowledge of website development and maintenance techniques;
- Thorough knowledge of telephone lines, voice mail systems and telephone equipment;
- Thorough knowledge of record keeping practices and principles;
- Ability to install, maintain, operate and troubleshoot minicomputer and personal computer hardware and software;
- Ability to maintain, operate and troubleshoot voice communications hardware and software;
- Ability to plan, organize and coordinate minicomputer, personal computer and local area network services;
- Ability to develop and implement new programs and usage of computerized systems;
- Ability to analyze complex user problems, evaluate alternatives and reach effective conclusions;
- Ability to prepare effective user instructions, documentation and other written materials;
- Ability to train user staff in the operation of new or revised computer applications, including explaining system concepts to nontechnical users;
- Ability to exercise sound independent judgment within established procedural guidelines;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Any combination of training and/or experience which is equivalent to:

- Associate of Arts degree in computer science, computer information systems or related field;
- Two to three years of experience in technical services related to minicomputers, data communications and telecommunications technology.

### **Required Special Qualifications**

- Valid Class C California State Driver's license.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment.